

# ARE YOU WATER SMART?

*How can I water my landscape more efficiently during the hot summer months?*

- A. Adjust irrigation/water times & frequency
- B. Replace tubing & broken emitters
- C. Clean out clogged emitters
- D. All of the above

*D. All of the above will save water and money.*

**Answer:**

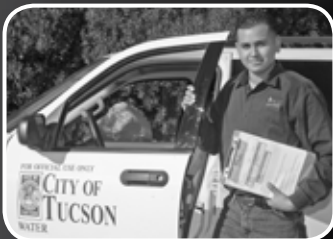
**WATER**  
*Etc.*

## Customer Question

There are people in my neighborhood, saying they are from Tucson Water, knocking on doors and asking for water samples. What's up with that?

They're **NOT** Tucson Water employees!

A Tucson Water representative will only be at your home or business by appointment, in uniform and in a marked City of Tucson vehicle. Our employees will always be able to provide identification. Please call our Customer Service office if you have any questions about anybody asking for water samples from your home or requesting to check plumbing.



# WATER MATTERS

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## Digging into Capital Projects

From replacing large-diameter water mains to upgrading critical software, Tucson Water has 93 capital projects in fiscal year 2014. Find out more about these projects inside.

*(See Working with Water, pg 4 & 5)*



[tucsonaz.gov/water](http://tucsonaz.gov/water)

## CITY OF TUCSON ENVIRONMENTAL SERVICES

## Environmental Services Protects Groundwater, Air and Soil Quality with On-Going Monitoring

### Groundwater Sampling

- 20 different sites
- 342 groundwater wells

### Soil Vapor Sampling

- Sample 7 landfills
- 65 soil vapor wells

### Industrial Wastewater Sampling

- Sample 36 sites for wastewater & Aquifer Protection Permits

### Landfill Gas Monitoring

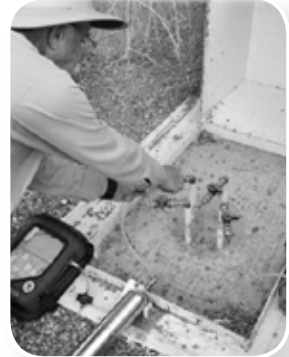
- 18 different sites
- 480 monitoring probes

### Surface Emission Monitoring at Los Reales Landfill

- 15 different routes
- 314+ monitoring points

### Methane Sensors at Los Reales & Prudence Landfills

- 11 methane sensors



## PIMA COUNTY WASTEWATER RECLAMATION

*Depending on your income, you may be eligible for a reduction of 25%, 50% or 75% off your monthly sewer bill.*



## SEWER OUTREACH SUBSIDY PROGRAM

Sewer Bill Assistance for **Low-Income** Customers  
Based on the Federal Poverty Guidelines

To be eligible you must meet the following:

- Be a residential sewer customer
- Have a water/sewer bill in your name
- Meet combined household income requirements

To schedule an appointment to apply for a discount, contact:

**Pima County Community Action Agency (PCCAA)**

**(520) 243-6794**



**PIMA COUNTY**

WASTEWATER RECLAMATION

For additional information on the program, visit:

[www.webcms.pima.gov/government/wastewaterreclamation/billing](http://www.webcms.pima.gov/government/wastewaterreclamation/billing)

and select the Sewer Outreach Subsidy (SOS) Program tab

**Your utilities services statement includes fees for your water, environmental services, and wastewater.**

**Environmental Services (ES)** (520) 791-3171 or visit [tucsonaz.gov/esd](http://tucsonaz.gov/esd)

**Pima County Regional Wastewater Reclamation Department (PCRWRD)** (520) 724-6500 or visit [pima.gov/www](http://pima.gov/www)

# WORKING WITH WATER

As a long time Tucson Water employee, job engineer manager and a supervisor of distribution pipeline, **Edward Lopez** understands what it takes to plan, budget and deliver capital improvement projects. As the Utility's interim capital projects manager, he shares some of that expertise with readers:

● **Give an overview of Tucson Water 'capital projects'** – "Tucson Water's Capital Improvement Program (CIP) is a short term and a long term financial plan. It identifies and prioritizes projects and equipment purchases for the potable and reclaimed water systems. The CIP focuses on the design, construction, installation and maintenance of collector pipes, booster stations, treatment plants, wells, valves, control systems, smart meters and more."

● **Let's talk numbers...** "In fiscal year 2014, Tucson Water's CIP includes 93 projects. The Five-Year CIP, 2014-2019, includes 115 system-wide projects representing \$317.4 million."



## 3 Capital Projects on the Horizon

- Install large transmission main from Hayden-Udall Water Treatment Plant to a future reservoir. Benefit: system redundancy
- Replace aging cement pipes in southeast neighborhoods. Benefit: new infrastructure that lasts 50+ years
- Increase Sweetwater Wetlands reclaim and recharge basins. Benefit: increase water recycling for turf and plant irrigation

Click on <http://budget.tucsonaz.gov/files/budget/13book-cip.pdf> for the *City of Tucson's Approved Five-Year CIP Program 2013-2017*. Tucson Water's Five-Year CIP starts on page 109.



● **Why do capital projects?** "Capital projects ensure a reliable water system and water supply. The CIP is an investment – and reinvestment – in our system."

● **Have the type of capital projects changed?** "Yes. For the past eight to ten years, Tucson Water focused on 'supply' capital projects, so we could receive our full allocation of CAP water and store it in the aquifer. Now 60% of the Five-Year CIP budget is focused on improving and expanding the water distribution system."

● **How does Tucson Water fund capital projects?** "Capital project funds come from revenues from customers, and revenue bonds and other debt financing."

● **What's the oversight of the CIP?** "There is extensive internal review. Each year, the Tucson Water CIP is reviewed by the Citizens' Water Advisory Committee and then forwarded to the Mayor and Council for review and approval."

● **How are capital projects prioritized?** "We consider budget, demands for water and scheduling of construction projects, and other criteria too: high failure and leakage rates, safety concerns, customer service issues, life expectancy of equipment, and changing regulatory guidelines and treatment technology."

CLICK

[tucsonaz.gov/water](http://tucsonaz.gov/water)

WATCH

[youtube.com/tucsonwater](https://www.youtube.com/tucsonwater)

CALL

**English & Español:**  
(520) 791-4331

TDD

(520) 791-2639

SCAN





## Water **Reliability**

## EFFICIENCY HIGHLIGHTS



### What Tucson Water is Doing

Tucson Water is replacing old pipes and rehabilitating reservoirs to stop leaks and water waste. System water loss is a low 8.4% - for the fourth year in a row.

### What You Can Do



Use your water meter to detect leaks. Find dripping faucets, leaking toilets, and broken pipes and fix them to save water and money. Click on [tucsonaz.gov/water/read\\_meter](http://tucsonaz.gov/water/read_meter) for info on how to read your meter.



**84,000**  
VALVES



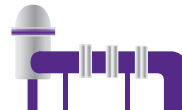
**21,000**  
FIRE HYDRANTS



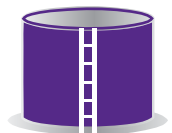
**4,500**  
MILES OF  
PIPELINE



**200**  
WELLS



**120**  
BOOSTERS



**63**  
RESERVOIRS

# TUCSON WATER MAINTAINS \$1 BILLION IN INFRASTRUCTURE